

General

Title

Patient satisfaction in longer-term inpatient psychiatric hospital: patients' rating of the likelihood of recommending the facility to someone else on the Menninger Quality of Care (MQOC) Survey.

Source(s)

The Menninger Clinic. National Quality Measures Clearinghouse (NQMC) measure submission form: Menninger Quality of Care (MQOC) Survey. 2014 Jul 1. 14 p.

Measure Domain

Primary Measure Domain

Clinical Quality Measures: Patient Experience

Secondary Measure Domain

Does not apply to this measure

Brief Abstract

Description

This measure was used to assess the patients' rating of the likelihood of recommending the facility to someone else on the Menninger Quality of Care (MQOC) Survey.

The MQOC is a measure of patients' perception of quality of care in longer-term inpatient psychiatric settings. It has been standardized on adult patients and is administered just prior to discharge from a longer-term (6 to 8 weeks) inpatient psychiatric hospitalization.

This item on the MQOC asks the patients to use a 1 to 10 continuous scale (higher scores are better) to rate the likelihood of recommending the facility to someone else.

Rationale

Patient satisfaction is increasingly used as an indicator of health care quality. Few measures exist that address aspects specific to longer term inpatient psychiatric care, especially satisfaction with core

components of programming common to these settings, for example, the quality of the relationship with treatment providers and the quality of treatment associated with addressing difficulties with interpersonal dynamics (especially related to family).

Evidence for Rationale

Madan A, Fowler JC, Allen JG, Ellis TE, Hardesty S, Groat M, O'Malley F, Woodson H, Mahoney J, Frueh BC, Oldham J. Assessing and addressing patient satisfaction in a longer-term inpatient psychiatric hospital: preliminary findings on the Menninger Quality of Care measure and methodology. *Qual Manag Health Care*. 2014 Jul-Sep;23(3):178-87. [PubMed](#)

Primary Health Components

Psychiatric inpatients; patient satisfaction; quality of care

Denominator Description

All adult patients discharged from a longer-term inpatient psychiatric facility who completed the Menninger Quality of Care (MQOC) Survey

Numerator Description

Patients' rating on a continuous scale of 1 to 10 of the likelihood of recommending the facility to someone else

Evidence Supporting the Measure

Type of Evidence Supporting the Criterion of Quality for the Measure

Focus groups

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Additional Information Supporting Need for the Measure

Unspecified

Extent of Measure Testing

Psychometric analyses were based on responses from 337 adult inpatients. Reliability analyses indicate that the 20 items have excellent internal consistency (Cronbach $\alpha = 0.92$); Concurrent validity was established via significant correlations between Menninger Quality of Care (MQOC) total and the global assessment of overall quality ($r = 0.768$, P less than 0.01) and likelihood of recommending ($r = 0.712$, P less than 0.01). Construct validity was established via the principal components analysis, which revealed a four-factor structure that explained 66% of the variance in the MQOC 20 items. The four factors represent: (1) alliance with treatment providers, (2) family engagement, (3) discharge planning, and (4) treatment enhanced self-efficacy.

Evidence for Extent of Measure Testing

Madan A, Fowler JC, Allen JG, Ellis TE, Hardesty S, Groat M, O'Malley F, Woodson H, Mahoney J, Frueh BC, Oldham J. Assessing and addressing patient satisfaction in a longer-term inpatient psychiatric hospital: preliminary findings on the Menninger Quality of Care measure and methodology. Qual Manag Health Care. 2014 Jul-Sep;23(3):178-87. [PubMed](#)

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State of Use of the Measure

State of Use

Current routine use

Current Use

not defined yet

Application of the Measure in its Current Use

Measurement Setting

Behavioral Health Care

Hospital Inpatient

Hospital Outpatient

Professionals Involved in Delivery of Health Services

not defined yet

Least Aggregated Level of Services Delivery Addressed

Single Health Care Delivery or Public Health Organizations

Statement of Acceptable Minimum Sample Size

Unspecified

Target Population Age

Age greater than or equal to 18 years

Target Population Gender

Either male or female

National Strategy for Quality Improvement in Health Care

National Quality Strategy Aim

Better Care

National Quality Strategy Priority

Person- and Family-centered Care

Prevention and Treatment of Leading Causes of Mortality

Institute of Medicine (IOM) National Health Care Quality Report Categories

IOM Care Need

Getting Better

Living with Illness

IOM Domain

Effectiveness

Patient-centeredness

Data Collection for the Measure

Case Finding Period

Unspecified

Denominator Sampling Frame

Patients associated with provider

Denominator (Index) Event or Characteristic

Institutionalization

Patient/Individual (Consumer) Characteristic

Denominator Time Window

not defined yet

Denominator Inclusions/Exclusions

Inclusions

All adult patients discharged from a longer-term inpatient psychiatric facility who completed the Menninger Quality of Care (MQOC) Survey

Exclusions

Unspecified

Exclusions/Exceptions

not defined yet

Numerator Inclusions/Exclusions

Inclusions

Patients' rating on a continuous scale of 1 to 10 of the likelihood of recommending the facility to someone else

Exclusions

Unspecified

Numerator Search Strategy

Fixed time period or point in time

Data Source

Patient/Individual survey

Type of Health State

Does not apply to this measure

Instruments Used and/or Associated with the Measure

Menninger Quality of Care (MQOC) Survey

Computation of the Measure

Measure Specifies Disaggregation

Does not apply to this measure

Scoring

Composite/Scale

Interpretation of Score

Desired value is a higher score

Allowance for Patient or Population Factors

not defined yet

Standard of Comparison

not defined yet

Identifying Information

Original Title

Menninger Quality of Care (MQOC) Survey.

Measure Collection Name

Menninger Quality of Care (MQOC) Survey

Submitter

The Menninger Clinic - Hospital/Medical Center

Developer

The Menninger Clinic - Hospital/Medical Center

Funding Source(s)

The Menninger Clinic

Composition of the Group that Developed the Measure

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- John Oldham, MD, MS

Financial Disclosures/Other Potential Conflicts of Interest

None

Adaptation

This measure was not adapted from another source.

Date of Most Current Version in NQMC

2014 Jul

Measure Maintenance

Bi-annually

Date of Next Anticipated Revision

August 2015

Measure Status

This is the current release of the measure.

The measure developer reaffirmed the currency of this measure in March 2016.

Measure Availability

Source not available electronically.

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NQMC Status

This NQMC summary was completed by ECRI Institute on January 21, 2015. This NQMC summary was verified by the measure developer on March 6, 2015.

The information was reaffirmed by the measure developer on March 24, 2016.

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Production

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